

Dilworth Center
 2240 Park Road
 Charlotte, NC 28203
 704-372-6969

2019 Satisfaction Survey Data

10 respondents responded to this survey

10 Respondents Reviewed					
		Strongly Agree	Agree	Disagree	Strongly Disagree
1	I was satisfied with my initial contact with the staff at the Dilworth Center.		3.4		
2	I was able to get an appointment as soon as I wanted one		3.6		
3	My treatment options were explained to me at the time of my assessment.		3.5		
4	Prior to my admission, it was clear what was expected of my family and/or me, while in treatment.		3.4		
5	My treatment plan was helpful and I participated in creating it and updating it.		3.4		
6	My counselor offered direction, guidance, and support.		3.4		
7	My family and support person(s) were encouraged to participate in my treatment.		3.5		
8	The staff at the Dilworth Center was fair and honest with me.		3.4		
9	The staff at the Dilworth Center was sensitive to my cultural/ethnic background.		3.6		
10	As a direct result of the treatment services I received, I feel better able to control my life.		3.4		
11	I would recommend the treatment services at the Dilworth Center to others.		3.4		
12	I know who to contact if I have a question, concern or complaint about services or my rights.		3.2		